

## MEMORANDUM

December 19, 2008

TO: Leon Rodriguez, County Attorney (OCA)  
Jennifer Barrett, Director, Department of Finance  
David Dise, Director, Department of General Services (DGS)  
Joseph Adler, Director, Office of Human Resources (OHR)  
Joseph Beach, Director, Office of Management and Budget (OMB)  
Patrick Lacefield, Director, Public Information Office (PIO)  
Steven Emanuel, Director, Department of Technology Services (DTS)

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: Results of 2008 Internal Customer Satisfaction Survey

**The following items were identified for follow-up during the 12/19/2008 CountyStat meeting:**

1. Examine and implement best practices from other internal service departments.  
Responsible parties: OCA, Finance, DGS, OHR, OMB, PIO, DTS  
Other parties involved: none  
Deadline: June 30, 2009
  2. Provide written commentary on activities undertaken by the Department to improve customer service.  
Responsible parties: OCA, Finance, DGS, OHR, OMB, PIO, DTS  
Other parties involved: none  
Deadline: June 30, 2009
  3. Develop, implement, and analyze a 2009 Internal Customer Satisfaction Survey.  
Responsible parties: CountyStat  
Other parties involved: none  
Deadline: December 15, 2009
- cc: Timothy Firestine, Chief Administrative Officer  
Fariba Kassiri, Assistant Chief Administrative Officer